APRIVA®

Apriva® BT200-T Smart Card Reader for Intermec® CK61B/G

Installation and User's Guide

Apriva® BT200-T Smart Card Reader for Intermec® CK61B/G Installation and User's Guide

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Introduction

This guide provides instructions to install and operate the Apriva® BT200-T Smart Card Reader and related Apriva security applications on an Intermec® CK61B/G mobile device. The Apriva products covered in this guide provide one-to-one login access and secure, encrypted data features. For more information, see the following sections:

- *Apriva BT200-T Reader* on page 3: Uses smart cards or soft-token certificates to create a secure connection with the mobile device.
- *Apriva CSPware* on page 17: Manages hard-token (smart card) and soft-token (PKCS#12) device certificates.
- *Apriva Guard* on page 25: Provides login protection.
- *Apriva Vault* on page 28: Encrypts and protects files and folders.

NOTICE
For wireless connections, mobile devices must support Bluetooth® stack requirements. For more information, contact Apriva Technical Support. See *Apriva Technical Support* on page 29.

Definitions

Table 1 shows product terms and definitions used in this guide.

Term	Definition
Apriva Smart Card Reader	Apriva device for allowing an interface between a mobile device and a smart card.
Intermec CK61B/G mobile device	Mobile device designed and supported by Intermec Technologies Corporation.
Windows Mobile®	Microsoft® operating system for mobile devices.
ActiveSync®	Microsoft software used to transfer files from computers that use the Windows XP operating system to mobile devices that use the Windows Mobile operating system.
Windows Mobile Device Center	Microsoft software used to transfer files from computers that use the Windows Vista® or Windows 7 operating systems to mobile devices that use the Windows Mobile operating system.

Table 1 – Definitions

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Hardware and Software Requirements

The following sections describe hardware and software requirements.

Hardware Required

The following hardware is required:

- Intermec CK61B/G barcode scanner with cradle
- Apriva BT200-T Bluetooth Smart Card Reader
- Smart card
- USB cable with mini adapter
- Computer with Windows platform operating system (Windows XP, Windows Vista, or Windows 7) for transferring files to the mobile device or charging the battery.

  NOTE: You cannot charge the reader battery with computers that use Windows Vista or Windows 7 operating systems. See *Charging the Reader Battery* on page 10.

Software and Firmware Required

The following software and firmware are required:

- `AprivaReader <vxx_xx_xxxx-date>.bin`, where "<`xx_xx_xxxx`>" is the version number
- `AprivaSmartCardDriver.<xx.xx.xx>.cab`, where "<`xx.xx.xx`>" is the version number
- `AprivaCSPwareVxx-xx-xx.cab`, where "<`xx_xx_xx`>" is the version number
- `AprivaGuard.SWM5PPC.xx.xx.xx.cab`, where "<`xx_xx_xx`>" is the version number
- Microsoft ActiveSync or Windows Mobile Device Center
- Windows Mobile operating system versions 5.0 to 6.1

Apriva BT200-T Reader

The Apriva BT200-T Reader uses a hardware security module with embedded public key infrastructure (PKI) information to create a secure, one-to-one connection with the mobile device through wireless Bluetooth protocol or a Universal Serial Bus (USB) connection.

Apriva Reader Features

Figure 1 shows the following Apriva Reader features:

- **ON/OFF button:** Powers the reader on and off.
- **GREEN/RED LEDs:** Indicate battery and connection statuses.
- **Smart card:** Activates the reader when inserted using embedded PKI information.
- **PC/CHARGE port:** Connects the reader to a computer or wall charger through a USB cable.
- **PDA port:** Connects the reader to a mobile device for a tethered (non-wireless) connection.

Figure 1 – Apriva Reader features

Powering on the Reader

When powered on, both LEDs illuminate while the reader performs a series of startup tests. For LED startup descriptions, see *Reader LED Startup Indications* on page 15.

To power the reader on or off:

Press the **Power On/Off** button on the top of the reader. If the reader will not power on (the LEDs are not lit), try charging the battery as described in *Charging a Completely Discharged Reader Battery* on page 15.

Installing the Reader Driver on the Mobile Device

You must install the Apriva Reader driver on the mobile device before you can pair the devices. See *Pairing the Devices* on page 7.

To upload the reader files to the mobile device:

1. If applicable, obtain the Apriva firmware and driver files from your system administrator. For more information, contact Apriva Technical Support. See *Apriva Technical Support* on page 29.
2. If you do not have one currently installed, download a data synchronization program, such as Microsoft ActiveSync (for Windows XP) or Windows Mobile Device Center (for Windows Vista or Windows 7). You can download the programs from the Microsoft website at: http://www.microsoft.com/windowsmobile/en-us/downloads/default.mspx
3. Connect the mobile device to a computer as follows:
    a. Make sure the power supply is attached to the mobile device cradle, and then insert the mobile device in the cradle. Make sure the mobile device is firmly set in the cradle. Loss of power during synchronization might affect file transfers and updates.
    b. Using the USB cable, connect the mobile device cradle to the computer.
    c. Power on the mobile device. The data synchronization program should start, showing the user interface of the mobile device. If the program does not start, make sure that the data synchronization program is correctly installed and that the USB cable is connected.

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4. Copy and paste the Apriva reader firmware and driver files from the computer to the following directory of the mobile device: **Start** > **File Explorer** > **My Documents**, as shown in Figure 2. The Apriva Reader file names are similar to the following:
   - AprivaReader<v*xx_xx_xxxx-date*>.bin, where "<*xx_xx_xxxx*>" is the version number.
   - AprivaSmartCardDriver.<*xx.xx.xx*>.cab, where "<*xx.xx.xx*>" is the version number.

Figure 2 – Apriva Reader driver and firmware files

5. Select the **AprivaSmartCardDriver** file shown in the directory. Selecting the file automatically installs it. After installation, the mobile device restarts.

Checking the Intermec SSPD and Firmware Versions

Before you pair the reader to the mobile device, make sure the Intermec firmware and SmartSystems Platform Bundle (SSPD) are the latest versions available. This ensures that the mobile device firmware is compatible with the Apriva Reader driver.

To view the Intermec SSPD and firmware versions:

1. Select **Start** > **Internet® Explorer®**.
2. Select the **Intermec** logo in the center of the screen. The Intermec Version Information screen appears, showing the current mobile device firmware and SSPB version numbers. See Figure 3.

To make sure you have the latest versions compatible with your hardware, you can contact Intermec Support at http://www.intermec.com/support/index.aspx.

NOTE: In the image below version characters are represented by the letter "x." Your version characters will vary.

Figure 3 – Intermec Version Information screen

Pairing the Devices

Pairing the reader (and smart card) to the mobile device creates a one-to-one connection between the devices.

To pair with the reader to the mobile device:

1. Connect the USB cable to the **PDA** port on the reader, and then connect the other end of the USB cable to the mobile device. Use the supplied USB adapter if necessary.
2. Press the **ON/OFF** switch to power on the reader.
3. Insert the smart card in the reader.
4. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears. See Figure 4. If you do not see the Apriva Reader icon, you might need to reinstall the software. See *Installing the Reader Driver on the Mobile Device* on page 4.

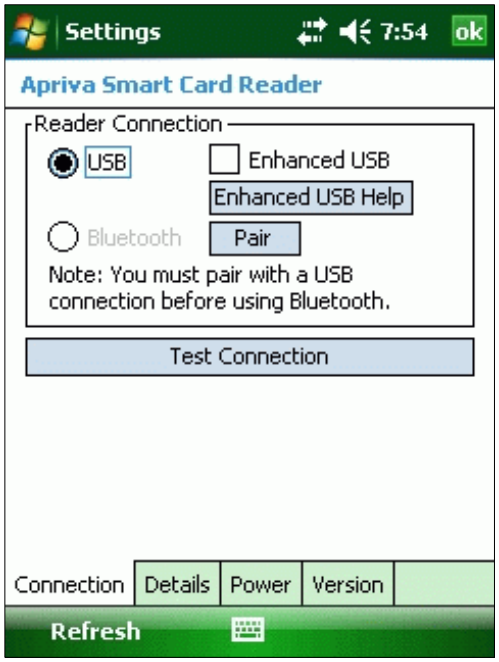

Figure 4 – Reader Connection area

5. Select **Test Connection** to make sure the devices are connected.
6. In the **Reader Connection** area, select **USB**. **DO NOT** select Enhanced USB. This feature is reserved for future Apriva Reader versions.
7. Select **Pair**. After pairing, the "Pairing Complete" message appears.
8. Select **ok** to close the message box.
9. In the Reader **Connection** area, select **Bluetooth** to enable the (wireless) Bluetooth connection.
10. Disconnect the USB cable.
11. Select **Test Connection** to make sure the devices are connected through Bluetooth.

- *If the test is successful,* the reader is now paired for wireless operation. When the reader is powered on and the smart card is inserted, the reader is available for Bluetooth operation. When the smart card is removed or when you power it off, radio frequency (RF) emissions stop and the reader is disabled.
- *If the test fails,* try the following, and then retest the connection:
  - Check the cables and make sure they are in the correct ports on device. See *Apriva Reader Features* on page 3.
  - Make sure that the reader battery is charged. See *Charging the Reader Battery* on page 10.

  Contact Apriva Support if the problem persists. See *Apriva Technical Support* on page 29.

Using Tethered USB Mode

You can disable Bluetooth (wireless) mode and use the reader in tethered USB mode. Tethered USB mode prevents wireless RF emissions. This is useful in situations where RF emissions are not allowed, such as airplanes or Sensitive Compartmented Information Facilities (SCIFs).

NOTE: The devices must be paired before you can switch between USB and Bluetooth modes. See *Pairing the Devices* on page 7.

Switching to Tethered USB Mode

If you are currently using the reader in Bluetooth mode, you can switch to USB mode.

To enable USB mode:

1. Connect the USB cable to the PDA port on the reader, and then connect the other end of the USB cable to the mobile device. Use the supplied USB adapter if necessary.
2. Make sure the smart card is inserted in the reader, and then press the **ON/OFF** switch to power on the reader.
3. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears.
4. In the **Reader Connection** area, select **USB**. **Do not** select Enhanced USB.
5. Select **Test Connection** to verify that the USB connection is working.

Switching to Bluetooth Mode

If you are currently using the reader in USB mode, you can switch to Bluetooth mode.

To enable Bluetooth mode:

1. Make sure the USB cable is connected to the reader.
2. Make sure the smart card is inserted in the reader, and then press the **ON/OFF** switch to power on the reader.
3. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears.
4. In the **Reader Connection** area, select **Bluetooth**.
5. Remove the USB cable.
6. Select **Test Connection** to verify that the Bluetooth connection is working.

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Charging the Reader Battery

The reader battery must be fully charged before use. It takes approximately three hours to charge a completely discharged battery. The LEDs on the top of the reader indicate the charge status. See *Charging Indications* on page 11.

NOTICE

If you are charging the battery with a computer that uses Windows XP, you must first install the Apriva USB driver. Failure to do so could drain the reader battery. See *Installing the Reader USB Driver* on page 11.

You cannot charge the reader battery with computers that use Windows Vista or Windows 7 operating systems. If your computer uses one of these operating systems, you must use a wall charger to charge the battery.

To keep the reader functioning properly, **make sure the battery level is always at least 50%**. If the reader battery is completely discharged (LEDs do not illuminate when reader is powered on), charge the reader battery as described in *Charging a Completely Discharged Reader Battery* on page 15.

To view the battery voltage:

1. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears.
2. Select the **Power** tab. The Battery Level area shows the charge percentage and voltage. See Figure 5. A fully charged battery measures between 4.1 and 4.2 volts.

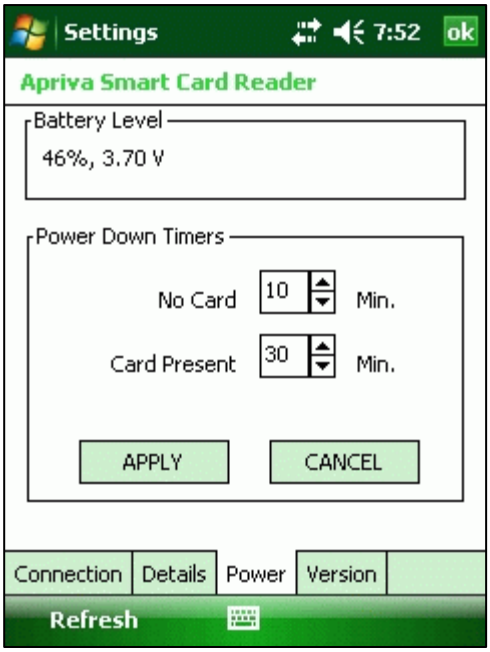

Figure 5 – Battery Level area

To charge the reader battery:

Connect the USB cable from the **PC/CHARGE** port on the reader to the USB port on the computer or a standard wall charger. Allow the battery to charge for **20 to 30 minutes**. When charging, the **GREEN** LED is continuously lit with occasional quick flashes.

Charging Indications

Table 2 shows reader LED charging indications. For general LED operation descriptions, see *Reader LED Descriptions* on page 16.

Indication	Description
GREEN LED is continuously lit with occasional quick flashes.	The reader is connected to a computer and the battery is charging.
GREEN LED is not continuously lit but blinks on every few seconds.	The reader has a sufficient charge.
RED LED is continuously lit.	The battery is low and needs to be charged.

Table 2 – LED Charging indications

Installing the Reader USB Driver

If you are using a USB connection to charge the battery (not a wall charger), and the battery does not seem to be charging, or if it takes more than one hour to charge, you might need to install the Apriva USB driver.

To install the USB driver and recharge the reader:

1. Download the USB driver from the Apriva downloads website. For driver download information, see *Apriva Technical Support* on page 29.
2. Connect the reader to the computer with the USB cable to start the driver installation wizard.
3. Follow the wizard instructions to install the USB driver.

After installing the driver, connect the reader to the computer with the USB cable to charge the reader.

Setting the Reader Power Down Timers

You can set the amount time that elapses before the reader powers down when it is inactive. You can set the timers for when the reader has no smart card inserted (No Card) or when the smart card is inserted (Card Present).

To change the Power Down Timer settings:

1. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears. See Figure 6.

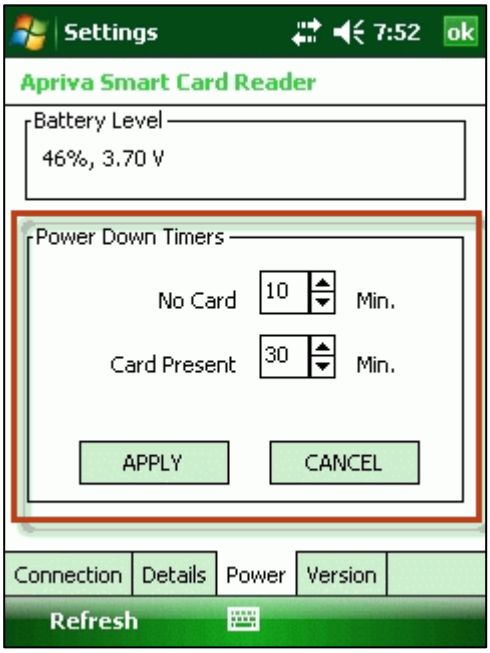

Figure 6 – Power Down Timers area

2. Select the **Power** tab.
3. Use the up and down arrows to change the time. The time range is **3** to **30** minutes.
4. Select **Apply** to save the changes.

Viewing Reader Details

The Details tab shows the following:

- **Reader Info:** Shows reader copyright, version, and serial number.
- **Reader Diagnostics:** Shows reader diagnostic results. If any of the diagnostics results show "Fail," contact Apriva Technical Support for assistance. See *Apriva Technical Support* on page 29.
- **Reader Firmware Signature:** Shows the reader firmware signatures.

To view reader information:

1. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears.
2. Select the **Details** tab. See Figure 7.

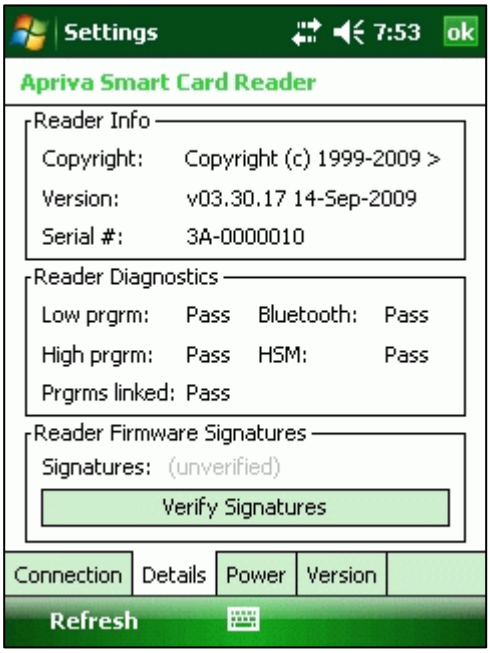

Figure 7 – Details tab

Viewing Reader Versions

The Version tab shows the driver and reader version information.

Viewing Reader Information

To view reader information:

1. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears.
2. Select the **Version** tab to view version information. See Figure 8.

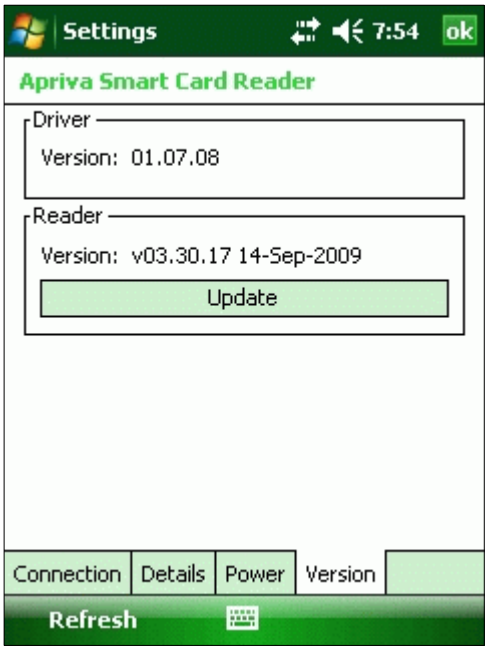

Figure 8 – Driver and reader version screen

Updating the Firmware

If the reader version is an earlier version that the version downloaded in Installing the Reader Driver on the Mobile Device on page 4, update the reader firmware.

NOTE: If you have downloaded a newer firmware version from the Apriva Secure Download website, make sure it is the correct version for the device before installing it on the reader.

To update the firmware:

1. From the mobile device applications menu, select the **Apriva Reader** icon ( ). The Apriva Smart Card Reader screen appears.
2. Select **Update**. The firmware version screen appears.
3. If applicable, select the most recent firmware version from the list. If the firmware installed on the reader is an earlier version than the one selected, the firmware is updated.

Reader Troubleshooting Tips

The following sections describe general reader troubleshooting tips.

Reader LED Startup Indications

When you power on the reader, the LEDs remain lit for a few seconds while the reader performs an integrity check. During the integrity check, the reader first determines if there is a USB connection and then adjusts the settings as follows:

- *If a USB connection is found,* the reader disables Bluetooth and uses the USB connection.
- *If a USB connection is not found,* the reader disables the USB option and looks for a Bluetooth pairing.
- *If the reader is not paired with the mobile device*, the reader powers off.
- *If the reader is paired with the mobile device,* the reader determines if Bluetooth is enabled.
- *If Bluetooth is not enabled,* the reader powers off.
- *If Bluetooth is enabled,* the LEDs blink every four seconds while awaiting the Bluetooth connection.

Charging a Completely Discharged Reader Battery

If the reader battery is completely discharged (the LEDs are not lit), the microprocessor that operates the LEDs might not be not be working, which may cause faulty LED indications. This is because the microprocessor requires enough battery voltage to operate the LEDs. If you find that the LEDs are not lit even when you are charging the battery, try the following procedure.

To charge a completely discharged battery:

1. Connect the USB cable from the **PC/CHARGE** port on the reader to the **USB** port on the computer or a standard wall charger. Allow the battery to charge for **20 to 30 minutes**.
2. Disconnect the reader from the charger.
3. Power the reader on to make sure the LEDs illuminate.
4. Reconnect the reader to the charger.
   - *If the LEDs still do not illuminate,* contact Apriva Technical Support. See *Apriva Technical Support* on page 29.
   - *If the LEDs are lit,* allow the battery to charge for about three hours, and then disconnect the USB cable. The battery is charged.

Reader LED Descriptions

Table 3 describes reader LED indications and their meanings.

Action	Indication	Meaning
Reader powered on using power button	Solid **GREEN** and solid **RED** for about two seconds	Normal power on indication while reader completes self test.
Battery test mode (about four seconds)	Solid **GREEN**	Battery over 75% charged, ready for reader operations.
	Rapid **GREEN** blinking (two per second)	Battery between 25% and 75% charged, ready for reader operations.
	Rapid **RED** blinking (two per second)	Battery less than 25% charged, you should charge before use.
	After four seconds both LEDs turn off	Normal transition to reader ready mode.
Reader ready mode	**GREEN** blinking (every four seconds)	No USB or Bluetooth connection, battery over 25% charged.
	RED blinking (every four seconds)	No USB or Bluetooth connection, battery less than 25% charged.
	GREEN blinking (every one second)	USB or Bluetooth connection, battery over 25% charged.
	RED blinking (every one second)	USB or Bluetooth connection, battery less than 25% charged.
Power down mode	**GREEN** and **RED** solid for about two seconds then both turn off	Power down indicates power switch pressed, card removed, reader not paired, no Bluetooth or USB connection, or inactivity timer expired.
Reader charging mode (Reader is connected to a charger or a computer through a USB cable)	Solid **GREEN** blinking off every four seconds	No USB or Bluetooth connection, reader charging. **NOTE:** If the reader is off when the cable is inserted, the reader will power on.

Table 3 – Reader LED descriptions

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Reader Error Messages

Table 4 provides information to help you troubleshoot reader errors and error messages. For errors not defined here or for additional support, contact Apriva Technical Support. See *Apriva Technical Support* on page 29.

Error Message	Possible Solution
The CardReader was not found.	Check the reader connection and make sure the reader is powered on.
Pairing cannot be performed using a Bluetooth connection.	The mobile device does not support the Bluetooth stack required for reader connection or USB pairing is not complete.
Please make sure the reader is attached and powered on before pairing.	Make sure both ends of the USB cable are connected and make that the LEDs indicate that the reader is powered on. See *Reader LED Startup Indications* on page 15.
The reader update process requires a USB connection.	Firmware updates require a tethered (non-wireless) connection. Make sure the mobile device is connected to a computer through a USB connection.
There is no application associated with AprivaReader xxxx (where xxxx is the version number). Run the file first, and then open the file from within the application.	The mobile device is trying to connect to an application that is not installed.
Apriva driver is busy, close all applications first.	The Apriva Smart Card Reader screen is currently open.

Table 4 – Reader error messages

Apriva CSPware

You can use Apriva® CSPware to manage hard-token (smart card) and soft-token (PKCS#12) device certificates on the mobile device. This allows you to access the Microsoft Certificate Store and use certificate interaction for secure features such as connecting to secure websites.

Downloading the CSPware Software

You must download the CSPware software from the Apriva secure downloads website before you can install it on the mobile device.

To download the CSPware software:

1. Contact your system administrator or Apriva Technical Support (see *Apriva Technical Support* on page 29) for your Apriva website login name and password.
2. Create a folder on your computer for storing the CSPware files.
3. Go to the Apriva secure website at https://iss-software.apriva.com, and then log in with your user name and password. After logging in, the Apriva downloads homepage shows the download folders. See Figure 9.

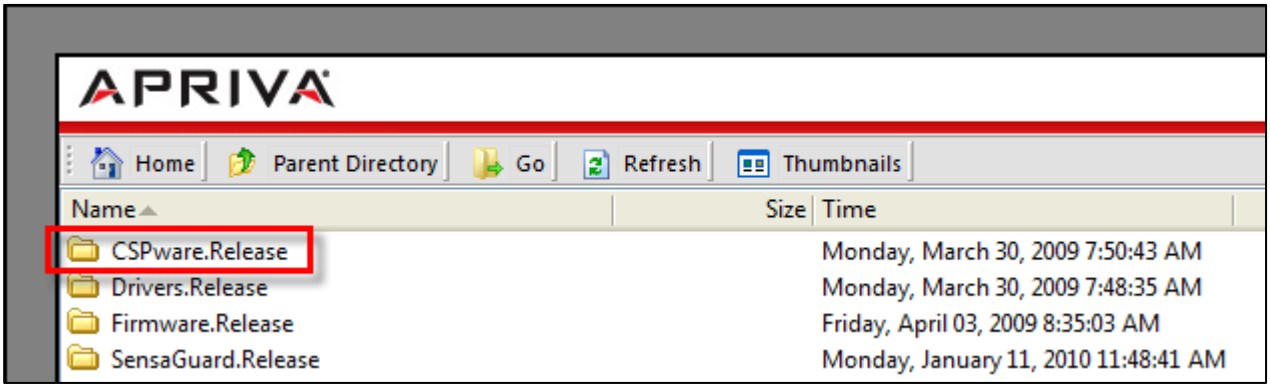

Figure 9 – Apriva downloads page

4. Double-click the **CSPware.Release** folder, and then double-click the **Windows Mobile** folder to view the CSPware Zip files. The version release dates are shown under the "Time" column. See Figure 10.

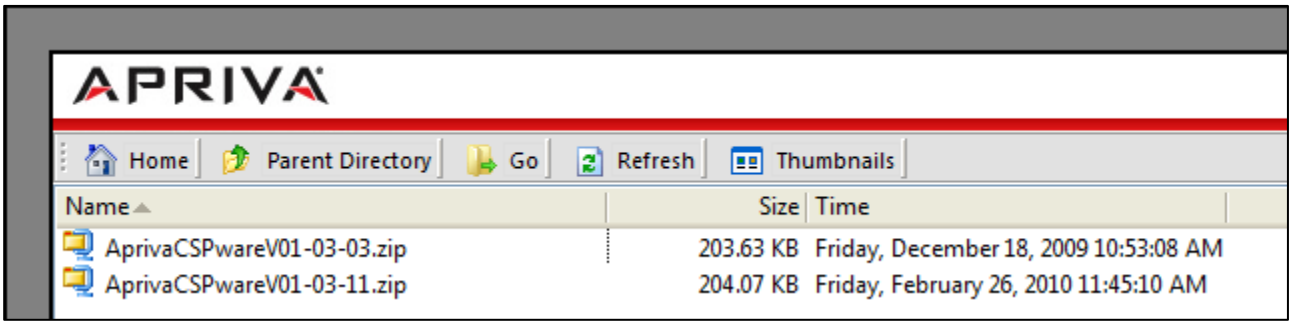

Figure 10 – CSPware files

5. Right-click on the latest version of the `AprivaCSPwareVxx-xx-xx.zip` file (where <`xx-xx-xx`> is the version number), and then select **Download** from the menu. See Figure 11.

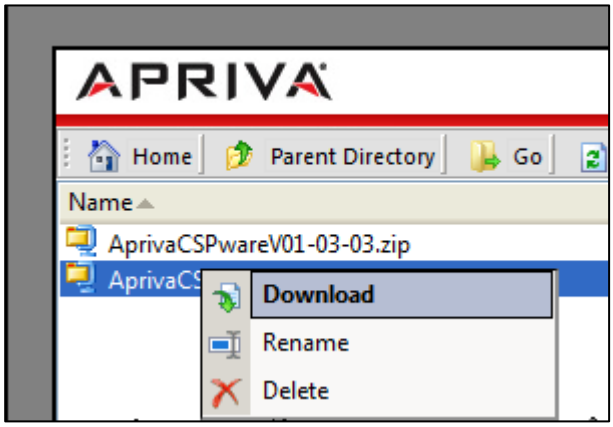

Figure 11 – Download option

6. Save the Zip file in the folder that you created in step 2.
7. Unzip (extract) the Zip file in the folder.
8. Open the unzipped folder, and then open the **Pocket PC** folder. (The "Smart Phone" folder is empty and is not used in these instructions.) The Pocket PC folder contains the `AprivaCSPwareVxx-xx-xx.cab` Zip file, which must be installed on the mobile device. **DO NOT** unzip the file. Install the file on the mobile device as described in the next section, *Installing the CSPware Software on the Mobile Device*.

Installing the CSPware Software on the Mobile Device

To install the CSPware software on the mobile device:

1. If you do not have one currently installed, download a data synchronization program, such as Microsoft ActiveSync (for Windows XP) or Windows Mobile Device Center (for Windows Vista or Windows 7). You can download the programs from the Microsoft website at: http://www.microsoft.com/windowsmobile/en-us/downloads/default.mspx
2. Connect the mobile device to the computer through the USB cable. Use the supplied adapter if necessary.
3. Power on the mobile device. The data synchronization program should start, showing the user interface of the mobile device on the computer. If the program does not start, make sure it is correctly installed and that the USB cable is correctly connected.
4. Copy and paste the `AprivaCSPwareVxx-xx-xx.cab` file from the folder on the computer to the following directory on the mobile device: **Start** > **Programs** > **File Explorer**.
5. If you are using a soft-token certificate (see *Adding a Soft-Token Certificate* on page 23), copy and paste the certificate file to the same directory.
6. On the mobile device, select the `AprivaCSPwareVxx-xx-xx.cab` file from the **File Explorer** directory. Selecting the file automatically installs it. After the installation is complete, the mobile device restarts, and you can view or add certificates. See the next section, *Adding and Viewing Certificates*.

Adding and Viewing Certificates

You can add hard-token or soft-token certificates to the mobile device.

Adding the ID Certificate

The ID certificate contains your personal information.

To add the smart card ID certificate to the mobile device:

1. From the mobile device applications menu, select **Apriva CSP**. The Apriva CSP Certificates screen appears. See Figure 12.

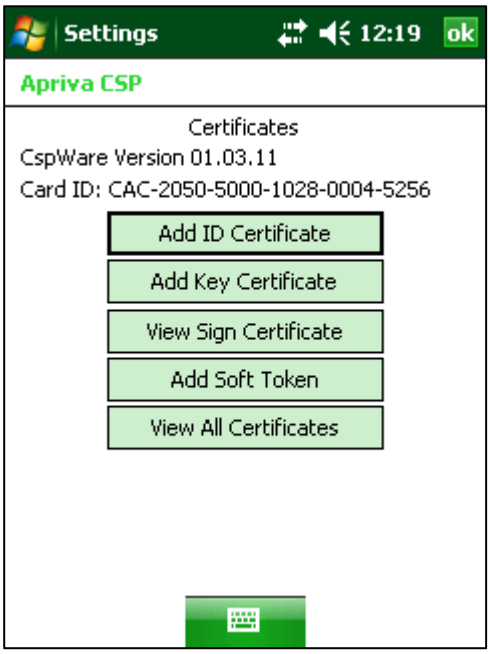

Figure 12 – Apriva CSP Certificates screen

2. Select **Add ID Certificate**. The "Registering certificate" message appears, as shown in *Figure 13* on page 22. After the registration is complete, the "Add ID Certificate" button text changes to "View ID Certificate."

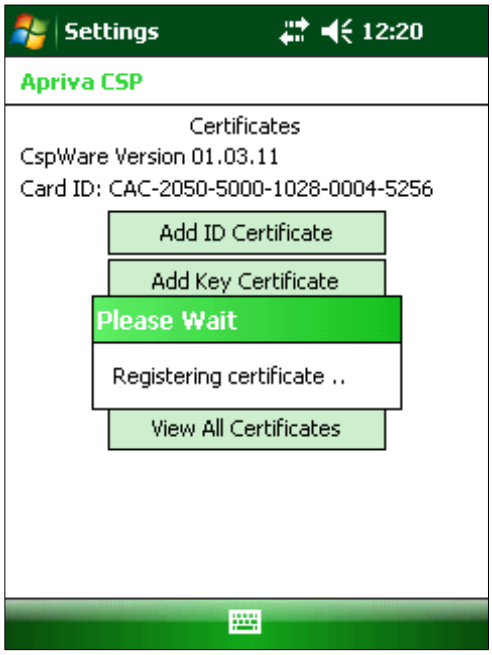

Figure 13 – Registering certificate message

Adding the Key Certificate

Key certificates are PKI certificates issued by a certificate authority (CA).

To add the smart card Key certificate to the mobile device:

1. From the mobile device applications menu, select **Apriva CSP**. The Apriva CSP Certificates screen appears, as shown in *Figure 12* on page 21.
2. Select **Add Key Certificate**. The "Registering certificate" message appears, as shown in Figure 13. After the registration is complete, the "Add Key Certificate" button text changes to "View Key Certificate."

Adding the Sign Certificate

The Sign certificate authenticates your digital signature.

To add the smart card Sign certificate to the mobile device:

1. From the mobile device applications menu, select **Apriva CSP**. The Apriva CSP Certificates screen appears, as shown in *Figure 12* on page 21.
2. Select **Add Sign Certificate**. The "Registering certificate" message appears, as shown in Figure 13. After the registration is complete, the "Add Sign Certificate" button text changes to "View Sign Certificate."

Adding a Soft-Token Certificate

If you are using a soft-token (PKCS#12) certificate instead of a smart card, you can add the soft-token certificate to the mobile device.

To add a soft-token certificate to the mobile device:

1. If applicable, copy and paste the certificate to the mobile device. See *Installing the CSPware Software on the Mobile Device* on page 20.
2. From the mobile device applications menu, select **Apriva CSP**. The Apriva CSP Certificates screen appears, as shown in *Figure 12* on page 21.
3. Select **Add Soft Token**. The SelectPKCS12 File screen appears, as shown in Figure 14.

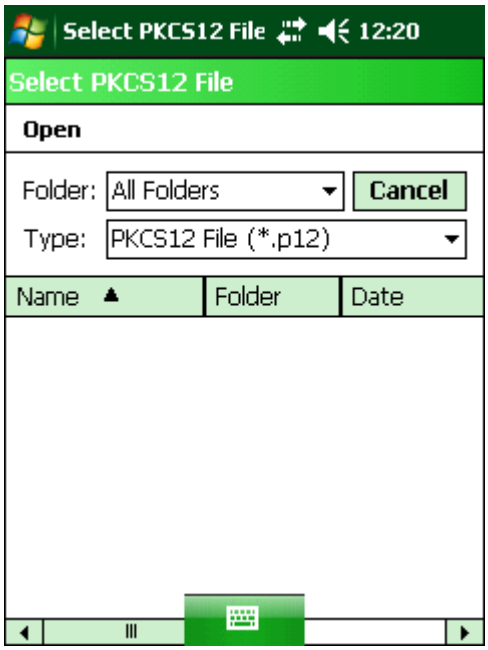

Figure 14 – Select PKCS12 File Screen

4. In the **Folder** list, select the folder that contains the soft-token certificate.
5. In the **Type** list, select the file type.
6. Select **Open**. The "Registering certificate" message appears, as shown in *Figure 13* on page 22. After the registration is complete, the "Add Soft Token" button text changes to "View Soft Token."

Viewing All Certificates

You can view all certificates stored on the mobile device.

To view all certificates on the mobile device:

1. From the mobile device applications menu, select **Apriva CSP**. The Apriva CSP Certificates screen appears, as shown in *Figure 12* on page 21.
2. Select **View All Certificates**. All installed certificates are displayed. See Figure 15.

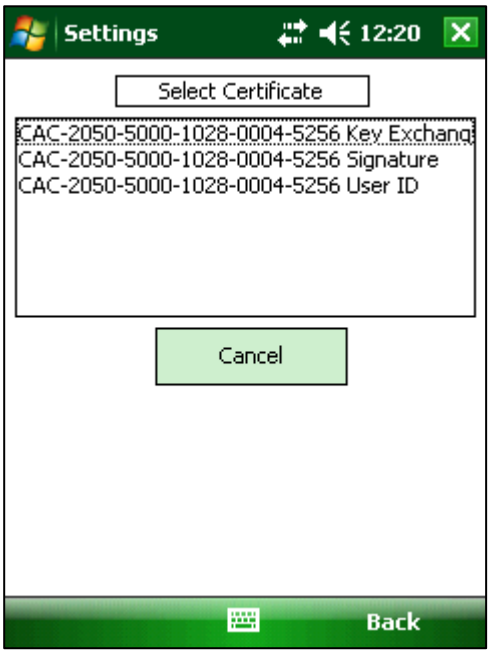

Figure 15 – View All Certificates screen

To view the contents of a specific certificate:

Highlight the certificate, and then select **Select Certificate**.

Apriva Guard

Apriva® Guard provides a secure login connection between Apriva products that use public key infrastructure (PKI) certificates and mobile devices that use the Windows® Mobile® operating system.

Apriva Guard ensures secure access by requiring you to log in to the mobile device with your personal identification number (PIN).

NOTICE

Make sure the mobile device is set to the current time and date before you install the Apriva Guard software. Apriva Guard uses the effective dates on PKI certificates for login validation. If the mobile device is set to a date that is different than the date range set for the PKI certificate, you cannot log in to the mobile device.

Downloading the Apriva Guard Software

You must download the Apriva Guard software from the Apriva secure downloads website before you can install it on the mobile device.

To download the Apriva Guard software:

1. Contact your system administrator or Apriva Technical Support (see *Apriva Technical Support* on page 29) for your Apriva website login name and password.
2. Go to the Apriva secure website at https://iss-software.apriva.com, and then log in with your user name and password. After logging in, the Apriva downloads homepage shows the download folders. See Figure 16.

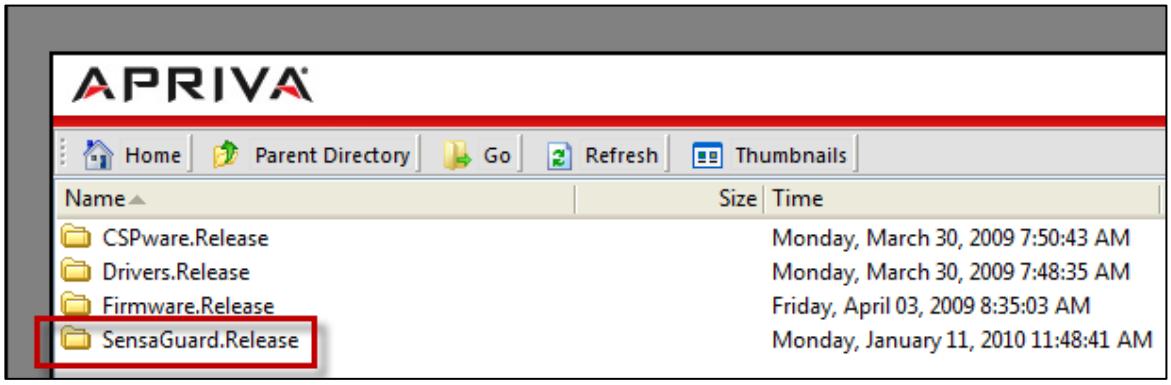

Figure 16 – Apriva downloads page

3. Double-click the **SensaGuard.Release** folder, and then double-click the **Windows Mobile** folder to view the available Apriva Guard download files. The version release dates are shown under the "Time" column. See Figure 17.

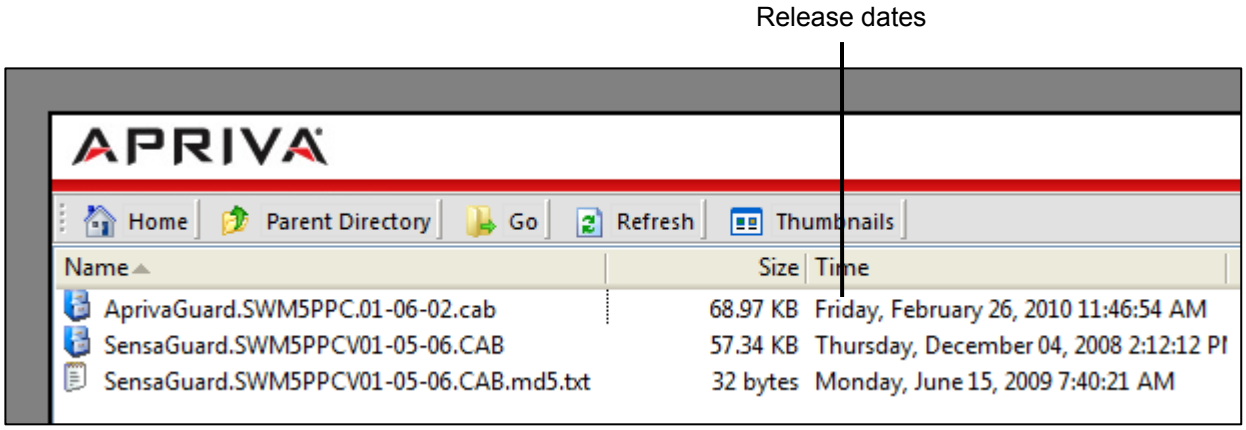

Figure 17 – Apriva Guard files

4. Right-click on the latest version of the `AprivaGuard.SWM5PPC.xx.xx.xx.cab` file (where <`xx-xx-xx`> is the version number), and then select **Download** from the menu. See Figure 18.

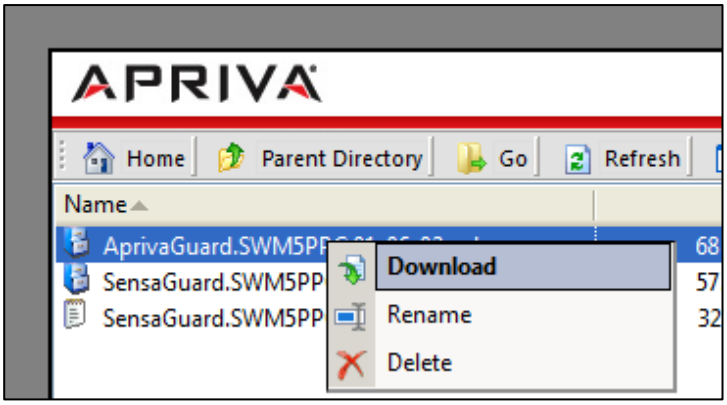

Figure 18 – Download option

5. Save the file on your computer.
6. Install the file on the mobile device as described in the next section, *Installing the CSPware Software on the Mobile Device.*

Installing the Apriva Guard Software on the Mobile Device

To install the Apriva Guard software on the mobile device:

1. If you do not have one currently installed, download a data synchronization program, such as Microsoft ActiveSync (for Windows XP) or Windows Mobile Device Center (for Windows Vista or Windows 7). You can download the programs from the Microsoft website at: http://www.microsoft.com/windowsmobile/en-us/downloads/default.mspx.
2. Connect the mobile device to the computer through the USB cable. Use the supplied adapter if necessary.
3. Power on the mobile device. The data synchronization program should start, showing the user interface of the mobile device on the computer. If the program does not start, make sure it is correctly installed and that the USB cable is correctly connected.
4. Copy and paste the `AprivaGuard.SWM5PPC.xx.xx.xx.cab` file from the folder on the computer to the following directory on the mobile device: **Start** > **Programs** > **File Explorer**.
5. On the mobile device, select the file from the **File Explorer** directory. Selecting the file automatically installs it. After the installation is complete, the mobile device restarts, and you must log in with your PIN. See Figure 19. If you do not know your PIN, contact your system administrator or Apriva Technical Support. See *Apriva Technical Support* on page 29.

NOTE: For hard-token (smart card) logins, the PIN pad is randomized for each session. (The numbers appear in random locations for each login.)

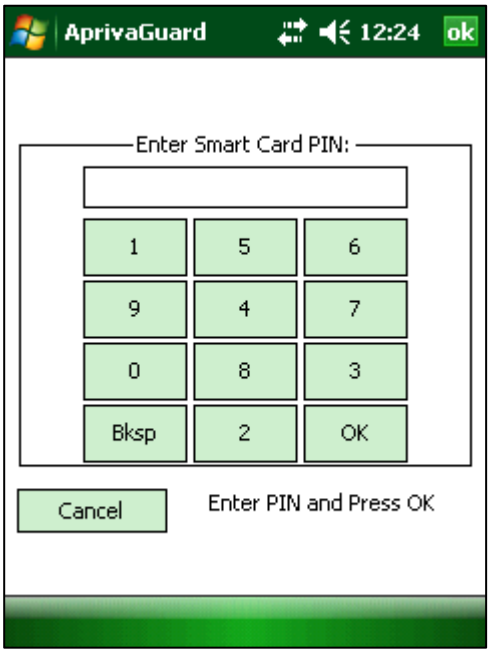

Figure 19 – Apriva Guard login screen

Apriva Vault

Apriva® Vault works with user authentication software, such as Apriva Guard, to create a secure partition on mobile devices that use the Windows® Mobile® operating system. Apriva Vault uses Advanced Encryption Standard (AES) 256 data-at-rest storage. You can store files and folders in the secure partition, as shown in Figure 20.

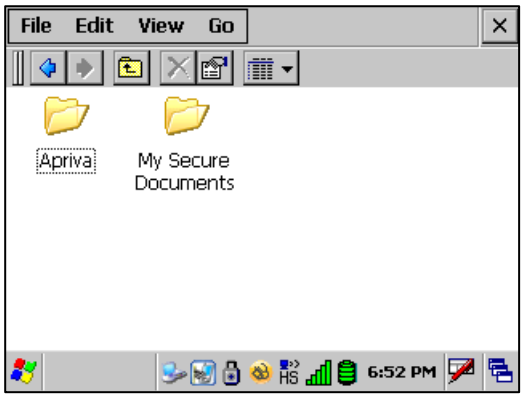

Figure 20 – Apriva Vault secure partition

Apriva Vault is "hidden" until you log in with the user authentication software. This blocks the vault contents from others who might have access to the mobile device. Apriva Vault is included with the Apriva Guard and Apriva Secure Messaging software products.

To access Apriva Vault:

1. If applicable, log in to the mobile device with your personal identification number (PIN). If you do not know your PIN, contact your system administrator or Apriva Technical Support. See *Apriva Technical Support* on page 29.
2. Select **Start** > **Programs** > **File Explorer**.
3. To save and access files and folders in the vault, select the **Apriva Vault** icon. See Figure 21.

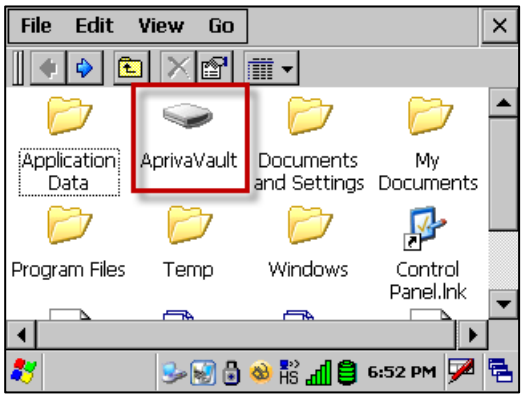

Figure 21 – Apriva Vault icon

Support

The following sections provide support information.

Apriva Technical Support

The Apriva Technical Support Department is available 24 hour a day, 7 days a week including holidays. For prompt service, please have the following information available:

- Name
- Job title
- Address
- Phone number
- Email address
- Software version
- Mobile device operating system version
- Description of problem

Technical Support Contact Information

Toll-free customer support line (U.S. only): 866-277-9478

Countries outside the U.S.: 480-421-1303

Email: SCRsupport@apriva.com

Apriva Technical Support Links

Technical Support: http://iss.apriva.com/support.aspx

Software downloads: https://iss-software.apriva.com

Intermec Support

For questions regarding Intermec products, refer to the Intermec Support website at http://www.intermec.com/support/index.aspx.

Microsoft Product Support

For questions regarding Microsoft products, refer to the Microsoft Corporation website at www.microsoft.com.

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